



Hyundai  
Assurance Car Care



# Service Campaign T5A Dealer Best Practice

Date: June 22, 2020

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Service Campaign T5A: ECM SOFTWARE UPDATE P030X & P0456 – Sonata (DN8) 1.6T (TSB #20-01-027H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> <li><b>This Service Campaign T5A will replace Service Campaign T4N.</b></li> <li>Initial Communications to dealers.</li> </ul>	6/22/20

## \*\*\* Dealer Stock and Retail Vehicles \*\*\*

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

### Affected Vehicles

Hyundai is conducting a Service Campaign to update the Electric Control Module (ECM) software to revise the logic for DTC P030X: Cylinder "X" Misfire Detected and P0456: EVAP System Leakage Detected – Very Small Leak.

The affected vehicles include:

- Certain 2020MY Sonata (DN8) equipped with 1.6T GDI engine

Hyundai is initiating this action to ensure the quality of its vehicles and the continued satisfaction of Hyundai customers.

### Description

This service campaign information is related to an Electronic Control Module (ECM) software update to revise the logic for DTC P030X: Cylinder "X" Misfire Detected and P0456: EVAP System Leakage Detected – Very Small Leak. **This Service Campaign T5A will replace Service Campaign T4N.**

### Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Remind the customer to bring their key fob for the service.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- This campaign can be completed quickly and does not require a hoist.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- Always try to provide an equivalent or similar SRC



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Use Greeters, Porters and Service Consultants to bring vehicles to Technicians to make it easier for them to stay working in the bay.
- NOTE:**
  - The ECM Software Update takes approximately 15 minutes to perform. However, the vehicle is equipped with



**Hyundai**  
Assurance Car Care



a 30 minute factory default Vehicle Auto-Shut Off feature.

- If the Vehicle Shut-Off Timer: XX:XX appears on the cluster, press OK on the steering wheel to reset the timer before starting the ECM update.
- In the event of ECM update failure due to Vehicle Auto-Shut Off activation, perform the ECM update again in Manual mode.
- You must initially perform GDS ECU Update in Auto Mode. If the ECU Update starts but then fails in Auto Mode, perform the update in Manual Mode to recover.
- Make sure the battery voltage does not fall below 12 volts. Keep a charger connected to the battery or run the vehicle for 20 minutes to ensure an adequate state of charge for reliable update results.



**Return** – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



**Reconnect** – Follow up for customer satisfaction.

### Parts

No additional parts needed to complete this campaign.

### Customer Notification

None

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America



**Hyundai**  
Assurance Car Care



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>